

**Product Number: 4210.05.15**

## **BUSINESS DEVELOPMENT / CONSULTATION**

**Effective Date:** July 1, 2014  
**Revision Date:**  
**Version:** 1.0.0  
**Product Owner:** Bryan Kasteler, DTS / Corrections  
**Product Manager:** Kim Thompson, DTS / Corrections  
**Phone:** 801-545-5643  
**E-mail:** kimthompson@utah.gov

The DTS field office assigned to the Board of Pardons and Parole responds to requests from the agency for assistance in assessing, proposing, acquiring and implementing IT solutions in both infrastructure and software applications. Certain of these activities require services beyond those described elsewhere in product descriptions and may be characterized as business development / consultation. The requests generally may be categorized as assessing new business initiatives, short and long term IT Planning, IT RFP and Contract process support, and implementation management related to COTS applications. Normally, these services are provided by the DTS unit Managers with assistance from other unit staff. These services have been grouped by DTS within the Application Management rate structure.

The hours of support required for Business Development / Consultation are listed below.

Application	Support Hours	Days of Week
Business Development / Consultation	8:00 a.m. - 5:00 p.m.	Monday to Friday

### **Product Features and Descriptions**

Feature	Description
New business Initiatives	Assisting BOPP managers and staff in finding IT solutions and approaches to business process challenges and plans. Coordinating and researching for the completion of Business Case Justifications (BCJ's) for new IT initiatives. Calculating cost estimates for infrastructure, software development, COTS purchases and other IT initiatives. Setting up demo sessions with vendors on proposed IT

## State of Utah

## Product Description

	solutions under consideration.
IT Planning	Coordinating the Annual IT Plan development exercise with BOPP. Providing IT-side inputs to individual plans.
RFP/ Contract Process Support	Coordinating the development, submission, evaluation, selections, and contracting on IT related RFP's and Contracts between the business-side managers and teams and the DTS Contract Administrator and State Purchasing agent. Participating with business-side RFP Committees on developing RFP contents and evaluating RFP bids.
COTS Implementation	Providing Project Management services for the implementation of COTS systems by contracted vendors. Performing project evaluations on COTS systems and provide insight related to the strengths and weaknesses of these applications.
COTS Contract Management	Managing the performance and contract elements by vendors on COTS applications.

## Features Not Included

Feature	Explanation
Business Case / Justification	The actual Business Case Justification is to be completed by business-side managers or designated staff.
IT Plans	Business-side representatives complete the annual IT plans for their divisions.
RFP Business Requirements	Business-side staff provides the actual scope and detailed requirements to be inserted into the DTS RFP template. Business-side staff evaluates and score the RFP bids received and make the final selection recommendations.

## Rates and Billing

Feature	Description	Base Rate
New business Initiatives	Business Development / Consultation as described above.	Refer to DTS Rate for Application Development
IT Planning	Business Development / Consultation as described above.	Refer to DTS Rate for Application Development
RFP/ Contract Process Support	Business Development / Consultation as described above.	Refer to DTS Rate for Application Development

## State of Utah

## Product Description

COTS Implementation	Business Development / Consultation as described above.	Refer to DTS Rate for Application Development
---------------------	---	---

### Ordering and Provisioning

Requests for assessing IT components for new business initiatives, IT RFP and Contract processing support, and COTS implementation support are raised or authorized by the Chairman of the Board directly with the IT Director. DTS can assist by identifying other similar applications already in use at the Enterprise level or by other state agencies.

The annual BOPP IT Planning process is part of the ongoing formal planning and budgeting process within the State and consists of discussions with the Chairman to identify any new IT projects for the budgeting and approval process within the BOPP and the CIO's office.

### DTS Responsibilities

Define the IT-side scope and objectives of new requests, initiatives or projects.

Organize the DTS work effort and interaction with business-side participants efficiently and effectively.

Provide assistance to business-side participants in IT areas of projects.

Provide deliverables that directly and successfully fulfill the need.

Research and report on approaches and available resources to meet identified IT-related needs.

Calculate cost estimates for new initiatives for licenses, maintenance and support, development time, training, infrastructure, and staffing resources.

Set up demo sessions with vendors on proposed IT solutions under consideration.

Coordinate the Annual IT Plan development exercise with the BOPP.

Provide IT-side inputs to individual IT plans.

Coordinate the development, submission, evaluation, selections, and contracting on IT related RFP's and Contracts between the business-side managers and teams and the DTS Contract Administrator and State Purchasing agent.

Participate with business-side RFP Committees on developing RFP contents and evaluating RFP bids.

Providing Project Monitoring services for the implementation of COTS systems by contracted vendors.

Performing project evaluations on COTS systems when requested.

Manage the performance and contract elements by vendors on COTS applications.

### Agency Responsibilities

Provide direction and guidance for the scope of projects and initiatives.

Approve the deliverables associated with projects and initiatives.

## State of Utah

## Product Description

- Provide redirection if the scope of a project changes.
- Providing access to needed business resources for information gathering.
- Make decisions on IT initiatives that impact the agency IT solutions and budgets.
- Complete Business Case Justification forms for new initiatives when applicable.
- Complete the Annual IT Plans for divisions.
- Provide the scope and detailed requirements to be inserted into the DTS RFP template.
- Evaluate and score RFP bids received and make final selection recommendations.

### DTS Service Levels and Metrics

Performance of tasks related to this business development / consultation activities vary for each instance and the level of service and measurement of success are determined by the business-side manager or staff involved.

Generally performance is based on clearly defining and understanding the scope and objectives of the initiative, organizing the work effort, providing adequate assistance to business-side participants, completing tasks within expected time lines, and providing deliverables that directly and successfully fulfill the need.

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

#### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
O-Track	99.90%
M-Track	99.90%
NORM/CACTAS	99.90%
COTS	99.50%
UDOCA	99.50%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

#### Resolution Time:

## State of Utah

## Product Description

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 1 Business hour	85%
Medium priority - 1 Business hour	85%
High priority - 1 Clock hour	90%
Critical priority - 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	75% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

#### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied

**State of Utah**

**Product Description**

---

